Referring to the blog article

<https://www.testdevlab.com/blog/2021/12/27/10-biggest-software-bugs-and-tech-fails-of-2021/> .

Go through each of the defect description and try to analyse the impact (either Financial Loss, Customer Trust, Usability, User Dissatisfaction ,Security Breach etc ) and fill the following table with your findings.

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| --- | --- | --- | --- |
| Description | Impact Analysis | | |
|  |  |  |
| T-Mobile data breach affects 50 million customers:  In August 2021, hackers accessed personal information of over 50 million current, former, and prospective T-Mobile customers. | Security Breach | Customer Trust | **Financial Loss** |
| Slack receives backlash over new public DM feature: Slack introduced a feature allowing DMs from anyone, leading to users receiving spam and unsolicited messages. | User Dissatisfaction | Security Concern | Usability |
| TikTok glitch resets followers to zero:  A bug in April 2021 reset follower and like counts to zero for many TikTok users, including influencers. | User Dissatisfaction | Usability | **Customer Trust** |
| Facebook outage affects billions of users:  In October 2021, Facebook and its services (Instagram, WhatsApp) went offline for nearly 6 hours due to a configuration error. | Usability | Financial Loss | Customer Trust |
| Google Cloud outage impacts multiple services:  A global outage on November 16, 2021, impacted services like Snapchat, Spotify, Discord, etc. | Usability | Financial Loss | Customer Trust |
| Microsoft Exchange Server vulnerabilities exploited:  Hackers exploited zero-day vulnerabilities in on-premise Exchange servers to steal data from thousands of organizations. | Security Breach | Customer Trust | Financial Loss |

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| Robinhood trading app experiences outages:  The trading app experienced repeated outages during high-volume stock trading events like the GameStop surge. | usability | Financial loss | Customer trust |
| SolarWinds supply chain attack:  Attackers injected malware into a routine software update, affecting thousands of government and private systems. | Security breach | Customer trust | Financial loss |
| Parler app removed from app stores:  After being linked to violent content during the U.S. Capitol riot, Parler was removed from Apple and Google app stores. | usability | Customer trust | Financial loss |
| Zoom security flaws exposed:  Vulnerabilities in Zoom allowed “Zoom-bombing” and unauthorized access to private meetings during the pandemic. | Security breach | Customer trust | usability |